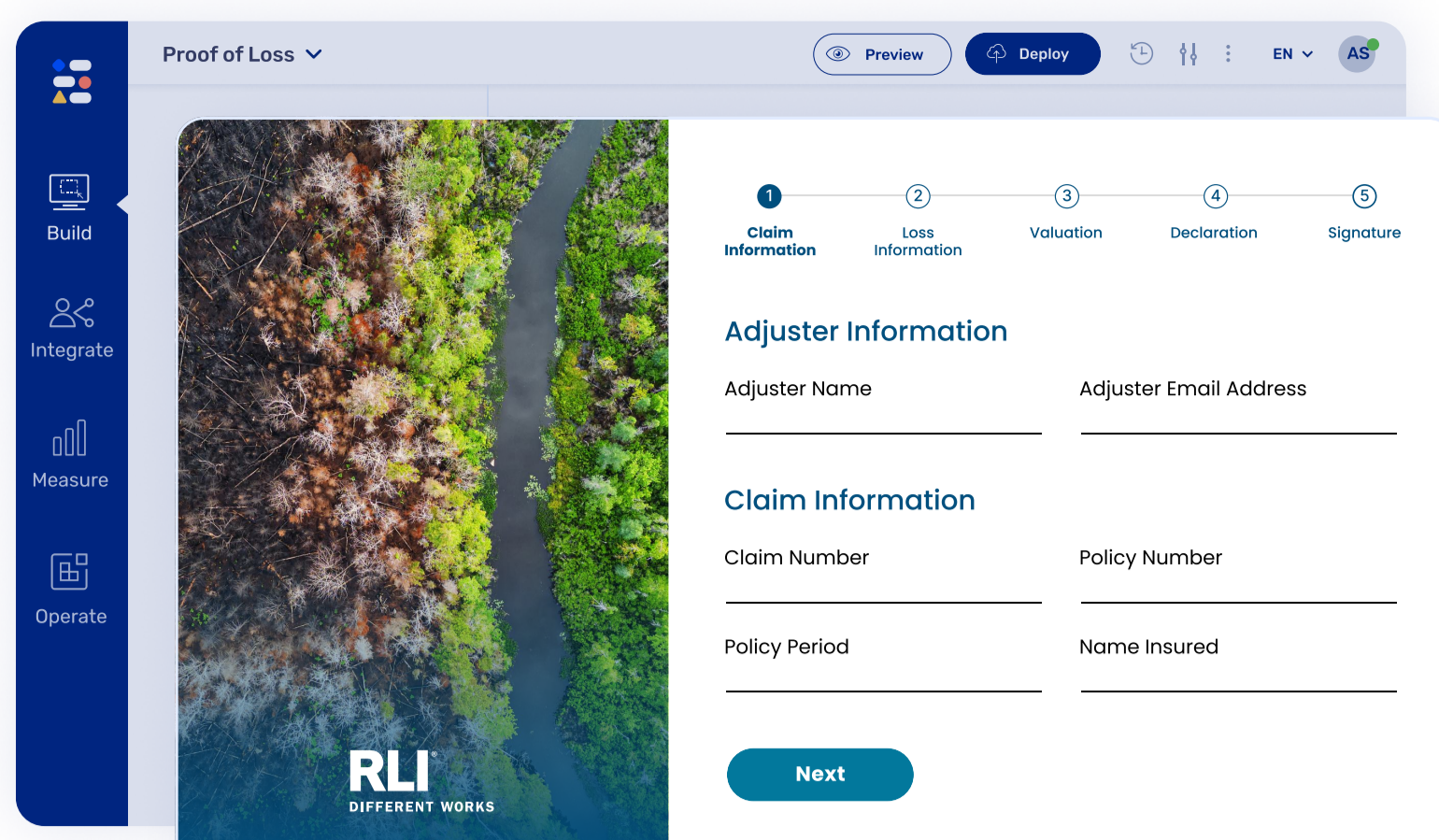


RLI Insurance Company

A rapid response to customers in their times of need

RLI, a leading specialty insurance company, has provided homeowner and rental insurance to the Hawaii market for nearly 25 years. When major wildfires struck Maui in August 2023, RLI contacted EasySend to help rapidly digitize a portion of their claims process, making it easier for homeowners and renters to submit a Proof of Loss. With EasySend, RLI achieved full production in just two days.



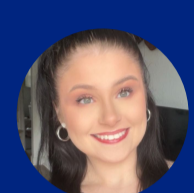
●●●●●
Live in 2 days

—————
Easy online experience

—————
Streamlines operations

●●●●●
Improved efficiency

EasySend helps us digitize processes in an easier and faster way to enhance our customers' experiences.



Caitlin Hauk
Senior Innovation Specialist

THE MISSION

Simplify the Proof of Loss process

At RLI, the Proof of Loss process involved the adjuster sending out forms via email, which the insured had to print, sign, scan, and return to start the process and receive payment. When customers were facing the worst natural disaster in Hawaii's history, a cumbersome insurance process was the last thing they needed. That's when RLI knew they had to simplify the claims process to accommodate their distressed customers.

THE SOLUTION

File a proof of loss form digitally

The RLI team was able to digitize their Proof of Loss form in just two days. Since launching the digital form, it's been much easier for RLI's customers to complete the claims process, eliminating the need to scan, print, and physically sign forms. Now RLI has an easy and convenient way to support customers when they need them the most.

About RLI Corp

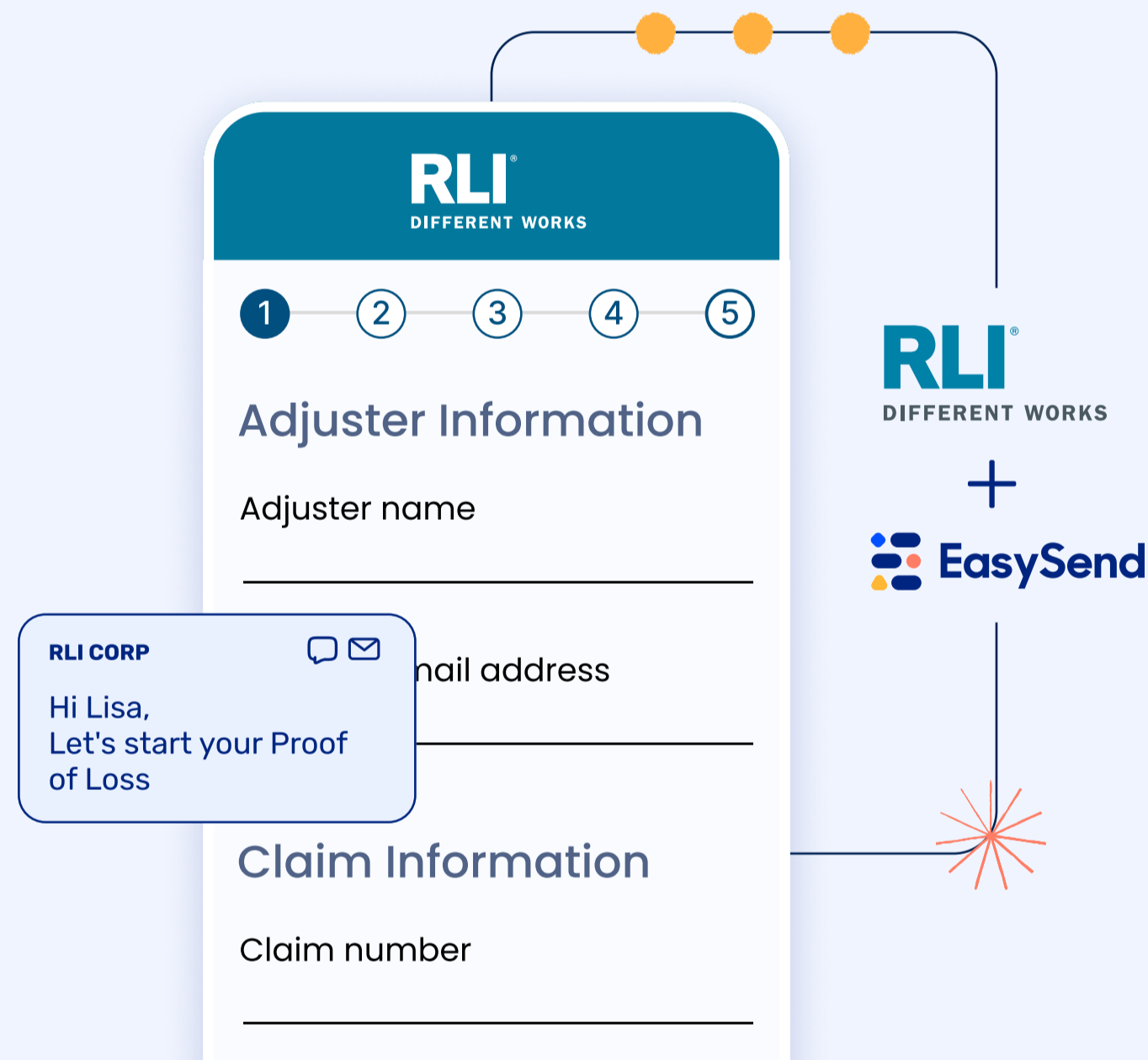
RLI is a U.S.- based specialty insurance company that provides property, casualty and surety bond products to individuals and businesses.

Learn more at RLICorp.com

1965
Founded

Lines of business

- SPECIALITY COMMERCIAL INSURANCE
- PERSONAL LINES
- SURETY BONDS



Partners since 2023

EasySend's growth within the organization has been significant. Initially introduced in 2023, the platform is now leveraged in multiple business areas. Feedback suggests EasySend has improved processes for RLI customers, making insurance experiences easier.

Simplifying the claims process

- Live in two days

Trained on how to use EasySend, the RLI team built a digital Proof of Loss process in just two days.
- Easy online experience

Customers can now provide Proof of Loss online without having to scan, print, physically sign, and mail forms.
- Streamlined operations

Receiving digital documentation makes it much easier and faster for RLI to evaluate claims and pay insured parties online.



Start your digital transformation with EasySend

Ready to cut out manual tasks and thrive remotely? Our experienced team has created over 2000 digital customer journeys in the insurance, banking, and financial enterprise industries.

About EasySend

EasySend helps enterprises go digital at a fraction of the cost and time. With our no-code platform, transform any insurance, banking, or financial manual process into a digital customer journey in days. Learn more at easysend.io.



Let's talk

